

SALESFORCE HEALTH CLOUD ACCREDITATION PRACTICE TEST (SAMPLE) STUDY GUIDE



SAMPLE STUDY GUIDE WITH LIMITED QUESTIONS

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THE FULL VERSION STUDY GUIDE**

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Introduction

Preparing for a certification exam can feel overwhelming, but with the right tools, it becomes an opportunity to build confidence, sharpen your skills, and move one step closer to your goals. At Examzify, we believe that effective exam preparation isn't just about memorization, it's about understanding the material, identifying knowledge gaps, and building the test-taking strategies that lead to success.

This guide was designed to help you do exactly that.

Whether you're preparing for a licensing exam, professional certification, or entry-level qualification, this book offers structured practice to reinforce key concepts. You'll find a wide range of multiple-choice questions, each followed by clear explanations to help you understand not just the right answer, but why it's correct.

The content in this guide is based on real-world exam objectives and aligned with the types of questions and topics commonly found on official tests. It's ideal for learners who want to:

- Practice answering questions under realistic conditions,
- Improve accuracy and speed,
- Review explanations to strengthen weak areas, and
- Approach the exam with greater confidence.

We recommend using this book not as a stand-alone study tool, but alongside other resources like flashcards, textbooks, or hands-on training. For best results, we recommend working through each question, reflecting on the explanation provided, and revisiting the topics that challenge you most.

Remember: successful test preparation isn't about getting every question right the first time, it's about learning from your mistakes and improving over time. Stay focused, trust the process, and know that every page you turn brings you closer to success.

Let's begin.

How to Use This Guide

This guide is designed to help you study more effectively and approach your exam with confidence. Whether you're reviewing for the first time or doing a final refresh, here's how to get the most out of your Examzify study guide:

1. Start with a Diagnostic Review

Skim through the questions to get a sense of what you know and what you need to focus on. Your goal is to identify knowledge gaps early.

2. Study in Short, Focused Sessions

Break your study time into manageable blocks (e.g. 30 – 45 minutes). Review a handful of questions, reflect on the explanations.

3. Learn from the Explanations

After answering a question, always read the explanation, even if you got it right. It reinforces key points, corrects misunderstandings, and teaches subtle distinctions between similar answers.

4. Track Your Progress

Use bookmarks or notes (if reading digitally) to mark difficult questions. Revisit these regularly and track improvements over time.

5. Simulate the Real Exam

Once you're comfortable, try taking a full set of questions without pausing. Set a timer and simulate test-day conditions to build confidence and time management skills.

6. Repeat and Review

Don't just study once, repetition builds retention. Re-attempt questions after a few days and revisit explanations to reinforce learning. Pair this guide with other Examzify tools like flashcards, and digital practice tests to strengthen your preparation across formats.

There's no single right way to study, but consistent, thoughtful effort always wins. Use this guide flexibly, adapt the tips above to fit your pace and learning style. You've got this!

Questions

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- 1. How does "Chronic Care Management" enhance care delivery in Health Cloud?**
 - A. By providing one-time consultations for chronic conditions
 - B. By ensuring ongoing patient monitoring and tailored care strategies for chronic conditions
 - C. By reducing the number of follow-up visits
 - D. By managing only medication-related concerns
- 2. Which object is a junction object in the clinical data model?**
 - A. A. Clinical Encounter Diagnosis
 - B. B. Healthcare Provider
 - C. C. Medication Request
 - D. D. Clinical Encounter Provider
- 3. Which feature would you use to create custom relationship cards?**
 - A. Relationship Card
 - B. Relationship Card Type Manager
 - C. Provider Relationship Card
 - D. Card Types
- 4. How does Salesforce Health Cloud support telehealth services?**
 - A. By offering patient education resources
 - B. By providing tools for virtual visits and remote patient monitoring
 - C. By organizing patient data in a centralized database
 - D. By managing in-person appointments exclusively
- 5. How does the Salesforce AppExchange benefit Health Cloud users?**
 - A. It provides access to third-party applications that can extend Health Cloud functionalities
 - B. It offers discounted pricing plans for healthcare organizations
 - C. It ensures compliance with healthcare regulations only
 - D. It replaces all internal applications with third-party apps

- 6. The Health Cloud Clinical Data Model is aligned with which healthcare standard?**
- A. HIPAA
 - B. SNOMED
 - C. ICD-10
 - D. FHIR
- 7. To distribute and sell applications to customers, ISVs must use which type of package?**
- A. Unmanaged Packages
 - B. Both Unmanaged and Managed Packages
 - C. Managed Packages
 - D. Neither are required
- 8. Which of these Lightning components display information about patients or members within a healthcare organization?**
- A. Patient Card for Health Cloud
 - B. Chatter Feed
 - C. Patient Detail for Health Cloud
 - D. A, B, and C
- 9. What strategy can improve patient retention using Salesforce Health Cloud?**
- A. Implementing targeted communication plans and follow-up care initiatives based on patient history
 - B. Reducing the number of healthcare providers available
 - C. Focusing exclusively on active patients
 - D. Diversity in treatment options
- 10. Which of the following describes the use of custom objects associated with Patient records?**
- A. Must relate directly to contacts
 - B. Must use account lookup
 - C. Can implement any lookup
 - D. Not supported

Answers

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1. B
2. D
3. B
4. B
5. A
6. D
7. C
8. D
9. A
10. B

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Explanations

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1. How does "Chronic Care Management" enhance care delivery in Health Cloud?

- A. By providing one-time consultations for chronic conditions
- B. By ensuring ongoing patient monitoring and tailored care strategies for chronic conditions**
- C. By reducing the number of follow-up visits
- D. By managing only medication-related concerns

Chronic Care Management enhances care delivery in Health Cloud primarily by ensuring ongoing patient monitoring and tailored care strategies for chronic conditions. This approach is crucial because chronic conditions often require long-term management rather than isolated treatment episodes. By facilitating continuous interactions between healthcare providers and patients, Health Cloud enables providers to monitor patient conditions, adjust care plans as needed, and support adherence to treatment regimens. This ongoing relationship not only helps in identifying potential issues before they escalate but also empowers patients to take an active role in managing their health, ultimately leading to improved outcomes. Focusing solely on one-time consultations or medication-related concerns would not adequately address the complexities associated with chronic illnesses, which require consistent attention and comprehensive care strategies. Similarly, while reducing follow-up visits may be a goal, it is not the primary function of Chronic Care Management, which prioritizes the patient's continuous engagement and monitoring throughout their care journey.

2. Which object is a junction object in the clinical data model?

- A. A. Clinical Encounter Diagnosis
- B. B. Healthcare Provider
- C. C. Medication Request
- D. D. Clinical Encounter Provider**

The concept of a junction object is important in Salesforce, particularly in the context of many-to-many relationships. In the clinical data model, a junction object is used to connect two other objects, enabling a relationship where multiple instances of one object can be associated with multiple instances of another object. The Clinical Encounter Provider is identified as a junction object because it facilitates the relationship between Clinical Encounters and healthcare providers. Each clinical encounter can involve multiple healthcare providers, and each provider can be associated with multiple clinical encounters. This structure allows for flexibility in managing and reporting on the clinical interactions involving different providers and patients. In contrast, Clinical Encounter Diagnosis, Healthcare Provider, and Medication Request do not serve to directly link two separate objects in a many-to-many fashion within the clinical data model. Each of these performs distinct roles that don't necessitate the kind of relationship management that a junction object provides. Thus, the Clinical Encounter Provider effectively fulfills the role of a junction object by connecting the relevant data points in the healthcare ecosystem.

3. Which feature would you use to create custom relationship cards?

- A. Relationship Card
- B. Relationship Card Type Manager**
- C. Provider Relationship Card
- D. Card Types

The feature that allows you to create custom relationship cards is the Relationship Card Type Manager. This tool is specifically designed for the customization and management of the various types of relationship cards within Salesforce Health Cloud. It provides the functionality to define the layout, content, and configuration of the relationship cards that display information about patients, caregivers, and providers. Using the Relationship Card Type Manager, users can create different card types tailored to the needs of their organization, ensuring that the displayed information is relevant and useful to the user experience. This customization is essential in a healthcare setting where different relationships and roles may require unique data presentations to facilitate effective care coordination and communication. While other options reference relationship cards and their types, the Relationship Card Type Manager is the dedicated tool for creating and managing these custom relationship cards, making it the most appropriate choice for this purpose.

4. How does Salesforce Health Cloud support telehealth services?

- A. By offering patient education resources
- B. By providing tools for virtual visits and remote patient monitoring**
- C. By organizing patient data in a centralized database
- D. By managing in-person appointments exclusively

Salesforce Health Cloud plays a significant role in supporting telehealth services primarily through the provision of tools designed for virtual visits and remote patient monitoring. This capability allows healthcare providers to conduct consultations with patients over video conferencing and other digital platforms, bridging the gap between in-person visits and remote healthcare needs. The tools include features such as secure communication channels, appointment scheduling for telehealth sessions, and integration with remote monitoring devices that track patients' health metrics from home. These functionalities enable providers to maintain continuity of care and ensure that patients receive timely attention, even when they cannot visit the healthcare facility in person. Supporting telehealth also aligns with the growing trend of patient preferences for remote healthcare options, thus enhancing patient engagement and adherence to treatment plans. This answer reflects the versatility of Salesforce Health Cloud in not just managing traditional healthcare workflows, but also facilitating modern methods of care delivery, like telehealth.

5. How does the Salesforce AppExchange benefit Health Cloud users?

- A. It provides access to third-party applications that can extend Health Cloud functionalities**
- B. It offers discounted pricing plans for healthcare organizations
- C. It ensures compliance with healthcare regulations only
- D. It replaces all internal applications with third-party apps

The Salesforce AppExchange significantly benefits Health Cloud users by providing access to a vast ecosystem of third-party applications that can enhance the platform's functionalities. This rich marketplace allows healthcare organizations to find and integrate solutions tailored to their specific needs, such as patient engagement tools, telehealth options, or advanced analytics. By leveraging these additional applications, users can customize and expand their Health Cloud deployments to better serve their operational goals and improve patient care. The AppExchange offers a variety of tools that can be seamlessly integrated, facilitating a more comprehensive approach to health management and customer relationship management within the healthcare sector. Users can explore options that are tested and rated by other users, ensuring a reliable selection process for their integration needs, thus maximizing the effectiveness of the Health Cloud platform.

6. The Health Cloud Clinical Data Model is aligned with which healthcare standard?

- A. HIPAA
- B. SNOMED
- C. ICD-10
- D. FHIR**

The Health Cloud Clinical Data Model is aligned with FHIR (Fast Healthcare Interoperability Resources), which is a modern healthcare standard designed to facilitate interoperability in the healthcare ecosystem. FHIR provides a framework for the exchange of healthcare information in a standardized manner, utilizing widely accepted data models and protocols that support the integration of various health information systems. This alignment with FHIR enables Health Cloud to streamline data exchange processes between healthcare providers, patients, and systems, ultimately empowering better patient care and informed clinical decisions. FHIR's focus on web-based technologies and its flexibility in accommodating various data types makes it particularly suitable for the fast-evolving landscape of healthcare. The other options—HIPAA, SNOMED, and ICD-10, while critical in their respective contexts—do not serve the same purpose as FHIR. HIPAA is primarily concerned with the protection of patient health information, while SNOMED offers a comprehensive clinical terminology system for coding health conditions. ICD-10 provides a system for classifying diseases and health-related issues for billing and epidemiological purposes. These standards do not specifically focus on interoperability and data exchange in the way that FHIR does, which is why FHIR is the correct answer in this context.

7. To distribute and sell applications to customers, ISVs must use which type of package?

- A. Unmanaged Packages
- B. Both Unmanaged and Managed Packages
- C. Managed Packages**
- D. Neither are required

ISVs, or Independent Software Vendors, need to use managed packages to distribute and sell their applications to customers effectively. Managed packages provide several advantages that are essential for application distribution, including version control, security, and the ability to manage updates and licenses. When an ISV creates a managed package, they can restrict access to the underlying source code, ensuring that their intellectual property is protected. This is a key consideration for ISVs looking to monetize their applications. Moreover, managed packages allow for seamless upgrades and maintenance of the application for the end-user, ensuring that users always have access to the latest features and fixes without needing to manually install updates. In contrast, unmanaged packages do not offer the same level of control or protection, as the source code is accessible to customers once the package is installed. This can lead to versioning issues and security concerns, making unmanaged packages unsuitable for commercial distribution. Thus, managed packages are the standard for ISVs to distribute their applications in a way that protects their work while providing ongoing support to their customers.

8. Which of these Lightning components display information about patients or members within a healthcare organization?

- A. Patient Card for Health Cloud
- B. Chatter Feed
- C. Patient Detail for Health Cloud
- D. A, B, and C**

The answer that includes Patient Card for Health Cloud, Chatter Feed, and Patient Detail for Health Cloud correctly identifies multiple Lightning components that serve a purpose in displaying information about patients or members within a healthcare organization. The Patient Card for Health Cloud is designed specifically to provide a snapshot of essential patient information, making it an integral tool for healthcare providers to quickly assess vital details. Chatter Feed, while primarily a collaboration tool, can be leveraged in a healthcare setting to share updates and comments about patient care, thus facilitating communication among healthcare providers regarding a patient's status or treatment plan. Patient Detail for Health Cloud offers a comprehensive view of a patient's complete profile, enabling healthcare professionals to access detailed information about the patient's health history, medications, appointments, and more. Each of these components plays a unique yet complementary role in presenting critical data about patients, supporting informed decision-making and enhancing communication within healthcare teams.

9. What strategy can improve patient retention using Salesforce Health Cloud?

- A. Implementing targeted communication plans and follow-up care initiatives based on patient history**
- B. Reducing the number of healthcare providers available
- C. Focusing exclusively on active patients
- D. Diversity in treatment options

Implementing targeted communication plans and follow-up care initiatives based on patient history is a powerful strategy for improving patient retention in Salesforce Health Cloud. This approach leverages the wealth of patient data available within the platform, enabling healthcare providers to personalize their interactions based on individual patient needs, preferences, and previous healthcare experiences. By utilizing data to segment patients and tailor communications, providers can enhance engagement and provide timely follow-ups that reinforce the patient-provider relationship. For example, reaching out with preventive care reminders or checking in after significant treatments can demonstrate care and attentiveness, encouraging patients to remain connected and engaged with their healthcare providers. This strategy not only fosters a sense of loyalty but also increases the likelihood that patients will seek ongoing care and follow recommended treatment plans, ultimately leading to better health outcomes and higher patient satisfaction. Other strategies, while potentially beneficial, do not directly address the critical aspects of patient engagement and continuity of care as effectively as targeted communication and follow-ups do. For instance, reducing the number of healthcare providers could actually limit patient options and access to care, which may lead to dissatisfaction. Focusing exclusively on active patients neglects the importance of re-engaging those who may have become inactive or who could benefit from ongoing support. Lastly, while diversity in treatment options is

10. Which of the following describes the use of custom objects associated with Patient records?

- A. Must relate directly to contacts
- B. Must use account lookup**
- C. Can implement any lookup
- D. Not supported

The correct choice indicates that custom objects associated with Patient records must use an account lookup. In Salesforce Health Cloud, custom objects are typically designed to capture specific data relevant to a patient's health journey, and linking these objects to an account is essential for consolidating patient information. Using an account lookup allows the system to connect patient records to a broader organizational context, such as healthcare providers or facilities. This connection facilitates comprehensive views of data and interactions involving the patient, enabling healthcare professionals to access a full range of patient-related information in one place. In contrast, while the assertion about needing to relate directly to contacts could seem relevant, not all custom objects necessarily require direct contact relationships. Custom objects are versatile and can hold a diverse range of data types while maintaining connections with the overall account structure. The notion that custom objects should not be associated with any specific entity is inaccurate, as the design allows for flexible and meaningful associations based on healthcare needs. Thus, highlighting the significance of using an account lookup emphasizes the importance of organized data management within the realm of patient health records and supports efficient access to and analysis of health information.

Next Steps

Congratulations on reaching the final section of this guide. You've taken a meaningful step toward passing your certification exam and advancing your career.

As you continue preparing, remember that consistent practice, review, and self-reflection are key to success. Make time to revisit difficult topics, simulate exam conditions, and track your progress along the way.

If you need help, have suggestions, or want to share feedback, we'd love to hear from you. Reach out to our team at hello@examzify.com.

Or visit your dedicated course page for more study tools and resources:

<https://salesforcehealthcloudaccred.examzify.com>

We wish you the very best on your exam journey. You've got this!

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